


Mission Support Specialist

CUSTOMS AND BORDER PROTECTION

1 vacancy in the following location:	Salary Range \$58,562.00 to \$91,255.00 / Per Year	Who May Apply Current U.S. Customs and Border Protection employees with competitive status
 San Antonio, TX	Series & Grade GS-0301-11/12	Control Number 420568400
Work Schedule is Full Time - Agency Employees Only NTE Two Years	Promotion Potential 12	Job Announcement Number IHC-1547639-LLB MP
Opened Friday 11/6/2015 (566 day(s) ago)	Supervisory Status No	
 Closed Friday 11/20/2015 (552 day(s) ago)		

Job Description

Job Summary

Do you desire to protect American interests and secure our Nation while building a meaningful and rewarding career? If so, the Department of Homeland Security (DHS) is calling.

DHS components work collectively to prevent terrorism, secure borders, enforce and administer immigration laws, safeguard cyberspace and ensure resilience to disasters. The vitality and magnitude of this mission is achieved by a diverse workforce spanning hundreds of occupations. Make an impact; join DHS.

Discover a challenging and rewarding career with the U.S. Customs and Border Protection (CBP), the sole organization responsible for securing the nation's borders. At CBP, we:

- Secure and facilitate trade and travel while enforcing hundreds of U.S. regulations, including immigration and drug laws
- Seize illegal narcotics, vehicles, and agricultural products
- Prevent unauthorized entry into the country
- Rescue individuals who fall into dangerous conditions traversing our border

For more information about CBP's mission, activities, and careers, please visit our website at: <http://www.cbp.gov/>.

Who May Apply: Status Candidates which include:

- Current U.S. Customs and Border Protection employees with competitive status
- For definitions of terms found in this announcement, please see <http://www.dhs.gov/careers>.

Organizational Location: This position is with the Department of Homeland Security, U.S. Customs and Border Protection, Office of the Commissioner, Joint Task Force-West, Support Division, located in San Antonio, TX.

Position Information: This temporary assignment will be filled for an initial period not-to-exceed (NTE) two (2) years. At management's discretion, this assignment may be extended in one year increments but not for a total of more than five (5) years and may make this a permanent assignment without further competition, and/or may terminate this temporary assignment at any time.

Note: One or more selections may be made using this job opportunity announcement.

Duties

- Performing administrative and management services essential to office operations such as records management, personnel, equipment and logistics;
- Participating and making recommendations to management regarding programs, projects, and activities in assigned areas;
- Providing advisory and technical services on substantive organizational functions and work practices;
- Developing and delivering briefings, status reports, and correspondence to foster understanding and acceptance of findings and recommendations; and
- Developing new or modified administrative program work methods, approaches, or procedures for delivering effective services to customers

Travel Required

- Occasional Travel
- Travel may be required up to 10% per year

Relocation Authorized

- No

Job Requirements

Key Requirements

Qualifications

Experience refers to paid and unpaid experience, including volunteer work done through National Service programs (e.g., Peace Corps, AmeriCorps) and other organizations (e.g., professional; philanthropic; religious; spiritual; community, student, social). Volunteer work helps build critical competencies, knowledge, and skills and can provide valuable training and experience that translates directly to paid employment. You will receive credit for all qualifying experience, including volunteer experience.

You qualify for the GS-11 level if you possess one of the following:

1. One year of specialized experience at the GS-09 level or equivalent performing duties such as coordinating and monitoring a variety of administrative projects; identifying and recommending solutions to a wide range of administrative problems; analyzing administrative data from a variety of sources to develop trends, patterns, profiles, estimates, and studies; and preparing preliminary and finished reports and documents; OR
- 2.A Ph.D. or equivalent doctoral degree or three full years of progressively higher level graduate education leading to such a degree or a LL.M. if related from an accredited college or university; OR
- 3.A combination of successfully completed graduate level education in excess of two years and required experience.

Education to be substituted or combined must be from an accredited college or university and demonstrate the knowledge, skills and ability needed to do the work. One year of full time graduate education is considered to be the number of credit hours that the school attended has determined to represent 1 year of full-time study. If that information cannot be obtained from the school, 54 semester or 81 quarters hours should be considered as satisfying the 3 years for the GS-11.

You qualify for the GS-12 level if you possess one year of specialized experience at the GS-11 level or equivalent performing duties such as:

Applying analytical methods and techniques to issues concerning the implementation or efficiency/effectiveness of administrative programs

Analyzing findings and recommending ways to resolve administrative problems or improve work operations in these areas

Providing advice to managers in administrative matters and implementing administrative program policy changes

Time-in-Grade: Current Federal employees must have served 52 weeks at the next lower grade or equivalent grade band in the Federal service.

The qualifications listed above must be met by Friday, November 20, 2015 and are subject to verification at any stage of the application process.

Security Clearance

Public Trust - Background Investigation

Additional Information

What To Expect Next

Once you submit your application, we will assess your experience and training, identify the best qualified applicants, and refer those applications to the hiring manager for further consideration and/or interviews. We will notify you by e-mail after each of these steps has been completed. Your status will also be updated on USAJOBS throughout the process. To check your status, log on to your USAJOBS account, click on "Application Status", and then click "More Information". We expect to make a final job offer within 90 days after the deadline for applications.

For more information on applying for Federal employment, please click [here](#).

Follow U.S. Customs and Border Protection on Twitter [@CustomsBorder](#)

BENEFITS

DHS offers competitive starting salaries and an attractive benefits package, including: health, vision, dental, life and long-term care insurance, Thrift Savings Plan (similar to a 401(k)), Flexible Spending Account, retirement plan, Employee Assistance Program, personal leave days and paid federal holidays. Other benefits may include: flexible work schedules, telework, tuition reimbursement, transportation subsidies, uniform allowance, health and wellness programs, and fitness centers. DHS is committed to employee development and offers a variety of employee training and development opportunities. For more information, please go to www.dhs.gov/careers and select "Benefits".

Other Information

Background Investigation: You will be required to obtain and maintain, at a minimum, a Public Trust clearance.

Bargaining Unit: This position is covered under the bargaining unit.

Promotion Potential: There is no obligation to provide future promotions to you if you are selected. Future promotions will be dependent on your ability to perform the duties at a higher level, the continuing need for an employee assigned to the higher level, and supervisory approval.

How to Apply

To begin your online application, click the **"Apply Online"** button and follow the prompts to register or sign into Application Manager. Your application packet must include a completed assessment questionnaire, a resume, and any applicable and/or required supporting documentation. Please see the "Required Documents" section below for additional information. All application materials must be submitted by 11:59 p.m. Eastern Standard Time on Friday, November 20, 2015

You are not required to submit official documentation as part of your application package. However, if selected, you must provide the required official documentation prior to appointment.

We strongly encourage you to apply online. If you cannot apply online, you may FAX your résumé, assessment questionnaire, and supporting documents to (478) 757-3144. You must print a copy of and document your responses to the assessment questionnaire [View Occupational Questionnaire](#) using OPM Form 1203-FX http://www.opm.gov/Forms/pdf_fill/OPM1203fx.pdf.

If any part of your application is not received, it will be evaluated solely on the information available.

How You Will Be Evaluated

Human Resources will review your resume and supporting documentation to ensure you meet the minimum qualification requirements. If you meet the minimum qualifications, your knowledge, skills and abilities (KSAs) will be rated between 70 and 100 based on your responses to the online assessment. If you are eligible for placement under the Agency Career Transition Assistance Program (CTAP), you must earn a score of 85 or above to be considered well qualified.

The KSAs for this position are:

- Ability to apply personnel laws, rules, regulations and guidance in the areas of internal/external recruitment and selection, pay and leave administration and classification
- Knowledge of concepts, principles, regulations, and policies related to various mission support functions
- Ability to research, analyze, and evaluate information in order to identify issues and recommend solutions
- Ability to organize, coordinate, and monitor various administrative programs, functions, and activities in an organization
- Ability to communicate with all levels of employees and management in order to obtain and provide information

Required Documents

- **Your resume:** A resume describing your job-related qualifications is required and must be in English. It should contain each position title, grade (if Federal), your duties, accomplishments, the dates you held each position, and your work schedule and salary so we may best assess your qualifications.
- **Your responses to the [View Occupational Questionnaire](#)**
- **Are you qualifying based on education?** Please submit a copy of your college transcripts (unofficial is acceptable). Education must be from an institution accredited by an agency recognized by the U.S. Department of Education. Education obtained from a foreign university or college is not creditable unless it has been evaluated by an organization that specializes in interpretation of education credentials. For a listing of accrediting agencies, please see <http://www.naces.org/members.htm>. If selected, official transcripts are required.
 - You may be asked to provide a copy of your recent performance appraisal and/or incentive awards. Consideration will be given to performance appraisals and incentive awards as an indicator of quality of prior experience, no points will be assigned.
- **Are you claiming special priority selection rights under the Agency Career Transition Assistance Program (CTAP)?** You must submit a separation notice; your most recent SF-50B (noting your current position, grade level and duty location); a current (or last) performance rating of record of at least fully successful or equivalent; an agency certification that you cannot be placed after injury compensation has been terminated; an OPM notification that your disability annuity has been terminated; or a Military Department of National Guard Bureau notification that you are retired under 5 U.S.C. 8337(h) or 8456.

It is your responsibility to verify that all information entered, uploaded, or faxed (e.g., resume, completed assessment) is received and accurate. Human Resources will not modify or change any part of your application. If a document is not in a legible format, you will not be able to view it in Application Manager and you must again upload or fax the documentation by the closing date of this announcement.

Applications and supporting documentation will not be accepted by mail or e-mail. The address below is for inquiries only. If you are unable to apply online, please contact the Hiring Center listed at the end of this job announcement at least two days prior to the closing date for further instructions. You may apply more than once; however, only your most recent application will be used.




Department Of Homeland Security

Customs and Border Protection

Office of the Commissioner

Contact

Indianapolis Hiring Center

Phone: (317)715-3000 

Email: CUSTOMERRESPONSE@CBP.DHS.GOV

Address

Customs and Border Protection

6650 Telecom Drive

Suite 100

Indianapolis

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